

CITY OF SAN ANTONIO



Disaster Relief Directory

2007



CITY OF SAN ANTONIO

PHIL HARDBERGER

MAYOR

This Disaster Relief Directory is as a direct response to the tragedy of Hurricane Katrina, which sent thousands of New Orleans residents seeking shelter in San Antonio.

In the aftermath of Hurricane Katrina, the volunteer response by the citizens of San Antonio was overwhelming. Yet because there was no precedent for a disaster of this size, no local directory existed to direct the outpouring of charitable and volunteer efforts to the appropriate organizations, nor to connect the evacuees with the services, supplies and other help available to them.

The faith-based community led many of San Antonio's volunteer efforts, and the Antioch Missionary Baptist Church deserves credit for producing the first booklet aimed at helping folks avail themselves of relief. Recognizing a need to expand that effort, my office worked to produce this comprehensive directory listing resources ranging from medical and legal assistance to food aid and social services. The document also guides local residents to a host of philanthropic and volunteer opportunities.

A special thanks to Emma "Phileda" Tennant, who prepared the original version of this document, which was revised in the summer of 2007 by J.C. Hernandez under the supervision of my Constituent Services Director, Dawn Ann Larios.

At its heart, this document is a testament to the generosity of San Antonio citizens who reached out to their fellow Americans in a time of great need. Should San Antonio once again serve as a safe harbor for displaced residents from any national disaster, we hope that you will find it a vital resource linking those in need with the services and the many caring individuals committed to helping them restore their lives and their dignity.

Sincerely,

A handwritten signature in dark ink, appearing to read "Phil Hardberger", written in a cursive style.

Phil Hardberger
Mayor

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***Telecommunications Device for the Deaf (TDD)**

Guide for Donors

Nation-Wide Efforts: Donations

For charities that operate nationally, contact the Council of Better Business Bureau's Philanthropic Advisory Service at (703) 276-0100; the National Charities Information Bureau at (212) 929-6300; or the American Institute of Philanthropy at (301) 913-5200.

Dial 2-1-1 (Cell phone (210) 227-4357)

<http://www.unitedwaysatx.org/>

2-1-1 Texas, the Help Line provides free information and referrals to health and human care services for individual and family needs and for disaster needs 24 hours a day, 7 days a week. The United Way website has a comprehensive information and referral database of health and human care services in the Counties of Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Medina, Karnes, Kendall, Kerr, and Wilson.

Adventist Community Services (ACS) - 1-800-381-7171

<http://www.communityservices.org>

ACS will connect you with an emergency supply distribution center.

America's Second Harvest - 1-800-344-8070

<http://www.seconddharvest.org/>

America's food bank network will connect you with an opportunity to provide emergency food assistance.

Catholic Charities, USA - (703) 549-1390

<http://www.catholiccharitiesusa.org/>

Along with publishing newsletters, special reports, and other resource materials, CCUSA distributes funds received as a result of its participation in the Combined Federal Campaign to member agencies for operation of clothing, feeding, housing and counseling programs.

Christian Reformed World Relief Committee - 1-800-552-7972

<http://www.crwrc.org/>

To make a donation to the relief, development, and educational ministry supported by the Christian Reformed Church in North America.

Church World Service - 1-800-297-1516

<http://www.churchworldservice.org/>

To make a donation to the relief, development, and evacuee assistance ministry of 35 Protestant, Orthodox, and Anglican denominations in the United States. Church World Service resettles evacuees, promotes fair national and international policies, assists communities in responding to disasters, provides educational resources, and offers opportunities to join a people-to-people network of local and global caring through participation.

Convoy of Hope - 1-800-988-0664

<http://www.convoyofhope.org/>

To make a credit card donation to Convoy of Hope, a nonprofit organization that serves in the United States and around the world providing disaster relief, building supply lines and sponsoring outreaches to the poor and hurting in communities. COH provides free groceries, job and health fairs, and activities for children.

Mennonite Disaster Service - (717) 859-2210 to volunteer

<http://www.mds.mennonite.net/>

Make a contribution online that will help to connect volunteers with disaster survivors who need assistance on their path to recovery.

Nazarene Disaster Response

<http://www.nazarenedisasterresponse.org/>

Nazarene Disaster Response (NDR) is a national network of disaster volunteers—assisted by trained district, regional and national leaders—who cooperate with other national, state, and local agencies (i.e., American Red Cross, the Federal Emergency Management Agency (FEMA), National Voluntary Organizations Active in Disaster (NVOAD), and Emergency Operations Centers (EOCs)) to respond to victims of natural and human-made disaster.

Operation Blessing - 1-800-730-2537 OR 1-800-436-6348 (Gifts-In-Kind Foundation)

<http://www.ob.org/>

Call Operation Blessing to donate money over the phone to assist in disaster relief efforts. The Gifts-In-Kind Foundation enables you to donate food, clothing, and other disaster relief items.

Presbyterian Disaster Assistance - 1-888-728-7228 or 1-800-872-3283 (monetary donations)

<http://www.pcusa.org/pda>

Donate your time by making kits and shipping them to Church World Service (410) 635-8794 or Ferncliff Disaster Assistance Center (501) 821-3063. To donate money call the monetary donations line.

The Salvation Army - 1-800-SAL-ARMY

www.Salvationarmy.org

The Salvation Army will connect you with a donation opportunity to assist evacuees.

North American Mission Board Disaster Relief Fund

To contribute online to the North American Mission Board's fund for Southern Baptist Disaster Relief, go to: http://www.namb.net/site/c.9qKILUOzEpH/b.1031795/k.607A/Disaster_Relief_Donations.htm.

Checks should be made payable to "North American Mission Board" Disaster Relief Fund, P.O. Box 116543, Atlanta, GA 30368-6543.

United Methodist Committee on Relief - 1-800-554-8583 or (202) 548-4002 for the Emergency Services Office <http://www.umcor.org>

Donate to UMCR to assist those displaced by disaster. Each contribution enables us to win many times that amount in increased funding for programs. Through your gifts we can help hungry people, displaced families, children ill with malaria or AIDS, and people overwhelmed with disaster.

Red Cross - 1-800-435-7669

<http://www.redcross.org>

Call this number to make cash donations.

United Way (by way of the 211 helpline) – 1-800-272-4630

<http://www.unitedway.org/>

You can donate money for relief funds by calling this number, or visiting the website.

Nation-Wide Efforts: Volunteer

The Red Cross - 1-800-HELP-NOW or 1-800-257-7575 (Español)

<http://www.redcross.org>

The Red Cross will connect you with a volunteer opportunity to assist evacuees.

The Salvation Army - 1-800-SAL-ARMY

<http://www.salvationarmysatx.org>

The Salvation Army will connect you with a volunteer opportunity to assist evacuees.

Dial 2-1-1 (or on your Cell phone call (210) 227-4357)

<http://www.unitedwaysatx.org/>

2-1-1 Texas, the Help Line provides free information and referrals to health and human care services for individual and family needs and for disaster needs 24 hours a day, 7 days a week. The United Way website has a comprehensive information and referral database of health and human care services in the Counties of Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Medina, Karnes, Kendall, Kerr and, Wilson.

Convoy of Hope - (417) 823-8998

jmurphy@convoyofhope.org

<http://www.convoyofhope.org/>

To receive information about how your organized volunteer effort can assist the disaster relief effort.

Lutheran Disaster Response - 1-800-638-3522 ext 2719

<http://www.ldr.org/>

Volunteer to assist those displaced by disaster.

Mennonite Disaster Response - (717) 859-2210 <http://www.mds.mennonite.net/volunteer>
To volunteer as a youth, short-term, long-term, or MDS Contact Person contact Karla Amstutz. MDR is always looking for people with experience in building services and supervision.

Operation Blessing - (757) 226-3401 <http://www.ob.org/>
Volunteer by helping out at your local Operation Blessing International (OBI) center, putting together a Pencil Case Kit for a child in poverty, assembling a disaster relief kit, or organizing a charity relief auction.

Volunteers of America - 1-800-899-0089; (817) 529-7300 for Texas <http://www.voatx.org>
Contact to become a volunteer. Both short-term and long-term opportunities available.

Nation-Wide Efforts: Fraud, Scam, and Price Gauging Report

Homeland Security's Fraud Hotline - 1-800-323-8603 <http://www.fema.gov>
The FEMA Fraud Inspector General hotline investigates all allegations of fraud, waste, abuse and civil liberties. Must submit complaint in writing.

State-Wide Efforts: Volunteer

OneStar Foundation Hurricane Relief - (512) 473-2140
<http://www.onestarfoundation.org/> and <http://www.texasresponse.org>
Provides clearinghouse services for persons and entities which desire to provide and who need to receive volunteer services supplies and accommodations for evacuees.

Texas Volunteer Organizations Active in Disaster (TXVOAD) <http://www.txvoad.org>
Texas VOAD coordinates cooperation between voluntary organizations to maximize disaster relief efforts. To apply your charity to TXVOAD visit the website above.

State-Wide Efforts: Fraud, Scam, and Price Gauging Report

The Texas Attorney General - 1-800-252-8011 <http://www.oag.state.tx.us/>
The Texas Attorney General is warning everyone to look out for fraudulent charities and other scams. Some suspicious websites have surfaced in recent disasters: KatrinaHelp.com, KatrinaCleanup.com and KatrinaRelief.com. If you want to report a suspicious charity, call the Texas Attorney General's Office number above.

H.U.D. (Housing and Urban Development) Fair Housing Office
To report housing discrimination call - 1-800-669-9777 <http://www.hud.gov/complaints>

Local Efforts: Provide Housing

HurricaneHousing.net

<http://www.hurricanehousing.net/>

HurricaneHousing.net was developed for those wishing to post available housing or rental property for hurricane evacuees. To provide a listing of an available property, please read the instructions under “List a Rental Property.”

The San Antonio Housing Authority - (210) 225-0071

<http://www.saha.org/>

SAHA is helping families displaced by disasters by matching them with persons who have housing to offer in the San Antonio area. Report fraud at (210) 477-6287

Local Efforts: Donations

San Antonio Food Bank - 1-800-246-9121 or (210) 337-3663

www.safoodbank.org

Accepts cash donations, paper goods, cleaning supplies, diapers, baby bottles, baby wipes, baby food, pacifiers, hygiene products, healthy snacks, bottled water and non-perishable food items.

Christian Assistance Ministry - (210) 223-4099

<http://www.christianassistanceministry.org>

Location: 110 McCullough

Christian Assistance Ministry is collecting monetary donations, food, personal hygiene items, household essentials as well as donations of clothing for men, women and children. Donations can be dropped off between 9:00 am – 3:00 pm weekdays at 110 McCullough.

Daily Bread Ministries - (210) 223-4707

<http://www.dailybreadministries.org>

700 W. Houston St., San Antonio, TX 78207

Daily Bread Ministries seeks to assist San Antonio ministries and non-profit organizations by providing surplus food and other resources that help these organizations fulfill their mission to help needy families. Daily Bread and its volunteers and partnering organizations have made a difference in peoples lives feeding thousands throughout San Antonio and the surrounding community.

South Texas Blood and Tissue Center - (210) 731-5555 or 800-292-5534

Location: 6211 IH 10 West, San Antonio, TX

<http://www.bloodntissue.org>

Donate blood, marrow, or tissue to save a life.

The San Antonio Hurricane Relief Fund - (210) 225-2243

<http://www.saafdn.org/>

Location: 110 Broadway, Suite 230, San Antonio, Texas 78205

The SAHRF is accepting monetary donations in care of the San Antonio Area Foundation, or online.

The Children’s Shelter of San Antonio - (210) 212-2503

<http://www.chshel.org>

Donate to the Children’s Shelter, which provides foster care placement for children whose parents are unable to care for them temporarily.

Catholic Charities - (210) 222-1294

<http://www.catholiccharitiesusa.org>

Location: 1405 N Main Ave Ste 222, San Antonio, TX 78212

Call the phone line for locations, times and a list of items to donate.

Salvation Army (San Antonio branch) - (210) 223-6877 or 1-800-880-5707

<http://www.salvationarmysatx.org>

Call the phone line for locations, times and a list of items to donate.

Red Cross (San Antonio branch) - (210) 224-5151 <http://www.saredcross.org>
Call this number to make cash donations. You can also visit the national website: <http://www.redcross.org/>

Meals on Wheels - (210) 735-5115 <http://www.mowaa.org>
Call this number to donate to Meals on Wheels.

San Antonio Humane Society - (210) 226-7461, ext. 117 <http://www.humanesocietyspca.org>
Provides foster care for pets. SAHS is in need of donations of cash and pet food.

Society of St. Vincent de Paul of San Antonio - (210) 225-7837 <http://www.svdpsa.org/>
Accepts monetary donations by credit card over the phone or online at <http://www.svdpsa.org/>. Checks should be made payable to the society and mailed to 928 W. Commerce Street, San Antonio 78207.

Local Efforts: Volunteer

BridgeBuilders - rff@satx.com, or (210) 822-5538, (210) 602-8305, (210) 650-5335
Volunteer lists may be dropped by the Alamo City church office.
The BridgeBuilders office will assist the San Antonio Housing Authority (SAHA) staff in matching needs with volunteers, and then notifying the volunteers of their assignment.

Christian Assistance Ministries - (210) 222-1553 <http://www.christianassistanceministry.org>
Limited volunteer work to help sort donations.

San Antonio Metropolitan Ministries - (210) 340-0302 x225 <http://www.samm.org>
Volunteer to assist in the distribution and collection of donations.

San Antonio Humane Society - (210) 226-7461, ext. 120 <http://www.humanesocietyspca.org>
Provides foster care for pets. SAHS is in need of volunteers and donations of cash and pet food.

Bexar Area Agency on Aging - 1-800-960-5201
<http://www.aacog.com/aging/program/agingvolunteerpage.asp>
Volunteer to help provide benefits counseling, care coordination, caregiver support, information/referral, legal assistance, nutrition, ombudsman service, and transportation.

Texas Department of Aging and Disability Services <http://www.dads.state.tx.us>
Adopt a Nursing Home - 1-800-889-8595
Benefits Counseling Volunteers - 1-800-252-9240
Certified Volunteer Ombudsman - 1-800-252-2412
Ombudsman Hotline - 1-800-252-2412

Animal Defense League - (210) 655-1481, ext. 110 or volunteercoordinator@adl.org
11300 Nacogdoches Road, San Antonio, TX 78217

San Antonio Food Bank - (210) 304-7530 <http://www.safoodbank.org>
(number specifically for volunteers) To start a drive, go to <http://www.safoodbank.org>

The Children's Shelter of San Antonio - (210) 212-2512 <http://www.chshel.org/volunteer.htm>
Volunteer for the Children's Shelter provides foster care placement for children whose parents are unable to care for them temporarily.

Red Cross (volunteer training) - (210) 224-5151 or 1-800-775-6803
For groups who would like to be trained and assigned. The Ready Texans program lets state employees volunteer for up to 10 days of paid time.

United Way of San Antonio and Bexar County - (210) 352-7000 <http://www.unitedwaysatx.org/>
Contact the United Way as your home base and clearinghouse for all area volunteers. Callers interested in volunteering are encouraged to register online: click on "Volunteer Form."

Baptist Child & Family Services - (210) 832-5000 <http://www.bcfs.net>
You can assist with programs including residential services for emotionally disturbed children, assisted living services for persons with special needs, mental health services, domestic and international foster care, family health services, crisis and disaster management services and humanitarian aid for impoverished children and families.

Local Efforts: Hospitals Providing Medical Assistance

Under the Federal Emergency Medical Treatment and Labor Act all hospitals are required to provide emergency screening examinations to anyone who comes to the facility and requests help, regardless of insurance, residency or services the facility may or may not have.

Hospitals in the San Antonio area include:

Wilford Hall Medical Center - (210) 292-7412 for information
Location: Lackland Air Force Base

Methodist Healthcare System - (210) 575-0500 for referrals to programs

Baptist Health System

Locations:

Baptist Medical Center - (210) 297-7000
Location: 111 Dallas Street
North Central Baptist Hospital - (210) 297-4000
Location: 520 Madison Oak Drive
Northeast Baptist Hospital - (210) 297-2000
Location: 8811 Village Drive
Southeast Baptist Hospital - (210) 297-3000
Location: 4214 East Southcross
St. Luke's Baptist Hospital - (210) 297-5000
Location: 7930 Floyd Curl Drive
HealthLink - (210) 297-9900
Location: 288 Bitters Road

Nix HealthCare System - (210) 271-1800
Location: 414 Navarro

Warm Springs Rehabilitation Hospital - (210) 616-0100
Location: 5101 Medical Drive

Metropolitan Methodist Hospital - (210) 208-2200
Location: 1310 McCullough Avenue

Methodist Hospital - (210) 575-4000
Location: 7700 Floyd Curl Drive

Methodist Specialty & Transplant Hospital - (210) 575-8110

Location: 8026 Floyd Curl Drive

Northeast Methodist Hospital - (210) 650-4949

Location: 12412 Judson Road

Methodist Ambulatory Surgery Hospital Northwest - (210) 691-8000

Location: 9150 Huebner, Suite 100

Santa Rosa Downtown - (210) 704-4430

Location: 519 W Houston St

Santa Rosa Medical Center - (210) 705-6300

Location: 2827 Babcock Road

University Health Science Center - (210) 567-7000

Location: 7703 Floyd Curl Drive

Local Efforts: Employment Placing—Human Resources

If you are an employer interested in participating in the relief effort through public service employment, please contact Mark Milton at (210) 581-1101, mark.milton@twc.state.tx.us.

What is public service employment and how long can it be provided? (Answer): Public service employment is temporary, subsidized work on projects that provide food, clothing, shelter and other humanitarian assistance for Hurricane disaster victims. The work may be done through public or private non-profit agencies and organizations engaged in such projects. Public service employment can be no more than six months in duration.

Can public service employment workers assist with projects operated by churches to provide humanitarian assistance such as food, shelter, clothing, etc.? (Answer): Yes.

Is there a time period (deadline) for non-profits to apply for the National Emergency Grant (NEG) temporary jobs from Alamo WorkSource? (Answer): No, there is no deadline for non-profits to apply for temporary jobs.

What types of public service employment jobs are needed? (Answer): Laborer, driver, office worker, and humanitarian/social service aides are some examples of typical job classifications. The primary purpose of an NEG is to create public service employment to assist with clean-up activities and humanitarian activities. Humanitarian assistance includes distribution of food, clothing, and other assistance to disaster victims. Humanitarian assistance may be provided through temporary workers assigned to community-based and faith-based organizations as well as public agencies.

Are the participating employers required to have worker's compensation? The employer of record must have workers' compensation. For the Alamo Area, the employer of record will be a staffing agency contracted by Alamo WorkSource.

For employers who want to hire volunteers in San Antonio, call the Alamo Worksource Employer Line at (210) 928-3985. Employers can also fax the information to (210) 582-1899.

Local Efforts: Large and Small Animal Shelter

To get your location added as a large animal (horse, cow) and/or cat and dog shelter list, visit
<http://www.horsegazette.com/>.

Local Efforts: Fraud, Scam, and Price Gauging Report

Texas Attorney General Consumer Protection Office - 1-800-252-8011

<http://www.oag.state.tx.us/>

Call the consumer protection office if you believe a local hotel has been price gouging evacuees.

San Antonio Better Business Bureau - (210) 828-9441

<http://www.centraltx.bbb.org/>

Report unfair business practices.

GUIDE FOR EVACUEES

Food Stamps and Meals

For evacuees not already receiving food stamps or WIC (Women Infants and Children), they can go to Any Office of Eligibility Services (TDHS) in Texas and apply for expedited benefits. Their benefit will be expedited regardless of previous receipt of benefits in another state, and regardless of eligibility factors. To locate nearest Office of Eligibility Service visit <http://www.yourtexasbenefits.com/wps/portal>.

Greater Randolph Area Services Program - (210) 658-6351 <http://www.grasp211.org>

For families in Converse, Schertz & Universal City, Live Oak, China Grove, Martinez, Adkins, Cibolo, Marion, Santa Clara, Selma, Windcrest, and St. Hedwig. You must have a Social Security card and FEMA # if assistance is required. GRASP gives public assistance with food, utilities, rent, clothing and transportation, pharmacy and Rx, and emergency shelter.

Randolph Area Christian Assistance Program - (210) 658-1613

RACAP gives public assistance with food, utilities, rent, clothing and transportation and operates within zip codes 78247, 78108, 78109, 78214, 78232, 78148, 78154, 78233, and 78266. Hours: 1:00 pm - 3:00 pm daily. Closed Sundays. Need photo ID, SS #, and proof of residence.

Society of St. Vincent de Paul - (210) 225-7837 <http://www.svdpsa.org/>

The St. Vincent de Paul Dining Room is located at 928 W. Commerce. Anyone, homeless or hungry, may come to the SVDP Dining Room to eat. The SVDP-AC has SVDP Conferences with food pantries in 75 Catholic parishes in the Archdiocese of San Antonio and two in the Diocese of Laredo. Persons who are in need of food assistance should call the SVDP-AC Office, at 225-7837, and a referral to the appropriate SVDP Conference food pantry will be made.

City of San Antonio Senior Services Division (SSD) - (210) 207-7172

<http://www.sanantonio.gov/communit/eds/edsresourcerefferral.asp>

Through the Department of Community Initiatives, the SSD will assist senior citizens (60+) to enroll for meals within the Comprehensive Nutrition Program. The SSD also provides transportation, Social Security, groceries, etc. 700 S. Zarzamora, #205, San Antonio, TX 78207

San Antonio WIC (Special Supplemental Nutrition Program for Women, Infants and Children) Clinics (210) 225-0213 <http://www.sanantonio.gov/health/WIC/index.asp>

The WIC provides nutritious foods and nutrition education to income eligible pregnant, breast-feeding and postpartum women, infants, and children under age 5. Clinics:

Buena Vista Clinic - (210) 225-0213

Location: 2315 Buena Vista 78207

Callaghan Clinic - (210) 436-5042

Location: 4412 Callaghan Rd 78228

Dorie Miller Clinic - (210) 333-6432

Location: 2802 MLK Dr. #3, 78220

Fredericksburg Clinic - (210) 738-3486

Location: 2600 Fredericksburg Rd, 78201

Marbach Clinic - (210) 645-4480

Location: 7452 Military Dr. West, 78227

Pecan Valley Clinic - (210) 333-3607

Location: 802 Pecan Valley, 78220

Rittiman Clinic - (210) 822-6929

Location: 1013 Rittiman Rd, 78218

South Flores WIC Clinic - (210) 924-5868
Location: 6723 South Flores, #106, 78221
Branch Clinic - (210) 924-5135
Location: 9011 Poteet-Jourdanton Hwy, 78224
Thousand Oaks Clinic - (210) 655-8208
Location: 4342 Thousand Oaks, 78217
Zarzamora Clinic - (210) 921-6503
Location: 4503 S Zarzamora, 78211

San Antonio Food Bank - (210) 337-3663 <http://www.safoodbank.org>

Call this number if not already at a shelter, or dial 1-800-221-5689 for the state food stamp program. Visit any of the Texas Health & Human Services Offices of Eligibility in the SA area: 404 Brady (west); 2534 Castroville Rd. (west); 3300 Nacogdoches (northeast); 321 N. Center (east); 933 Pleasanton Rd. (south); 795 Schertz Parkway (Schertz); 19575 K Street (Somerset).

Hope Action Care - 132 W. Grayson (210) 224-7330 <http://www.hopeactioncare.org>

Hope Action Care provides community health education, HIV antibody testing, case management, food bank and hot meals, emergency financial assistance, transportation, emergency shelters and transitional housing, affordable housing, substance abuse education and treatment services, mental health counseling, and drug offender education classes.

Shelter and Housing (Also Supplies)

San Antonio Metropolitan Ministry (SAMM) - (210) 340-0302 <http://www.samm.org/>

Administration Offices: 5922 Blanco Road, San Antonio, TX 78216; hope@samm.org

SAMM Emergency Shelter, 910 West Commerce, phone: (210) 224-5838

SAMM transitional family shelter & housing program for families, 5922 Blanco Road, phone: (210) 979-6188

San Antonio Rescue Mission - (210) 222-9736 <http://www.agrm.org/missions/tx.html>

Location: 907 E. Quincy, San Antonio, TX 78215

A full-gospel homeless men's shelter that provides temporary emergency shelter, meals for residents, and gospel. The San Antonio Rescue Mission also has a plan for parolees.

Katrina's Angels <http://www.katrinangels.org/>

To obtain housing and general assistance for evacuees and survivors, visit Katrina's Angels.

San Antonio Housing Authority - Go to www.saha.org (210) 477-6262 (Non-Emergency)

The SAHA is assisting families displaced by hurricanes. If a family or individuals were receiving federal housing assistance at the time of the hurricane, contact the number above. For persons outside of San Antonio, there is a website to help locate the nearest housing authority:

<http://www.txtha.com/directory.html>.

The Children's Shelter of San Antonio - (210) 212-2500 <http://www.chshel.org>

The Children's Shelter is ready to provide foster care placement for children whose parent(s) are unable to care for them temporarily (ie: a parent requiring hospitalization).

Texas Department of Housing and Community Affairs - 1-800-462-4251

Austin Branch of TxDHCA – (512) 475-3800

The TxDHCA allows you to find local apartments that are available by city and county for leasing. Their website URL is <http://tdhca.state.tx.us/>. 1-800-462-4251 will also connect you with the Colonia (low income) Residents Assistance hotline. Call 1-800-525-0657 for the TDHCA main phone line.

HurricaneHousing.net<http://www.hurricanehousing.net/>

HurricaneHousing.net was developed for those wishing to find available housing, rental, or land property for hurricane evacuees.

Goodwill Industries of San Antonio - (210) 924-8581<http://www.goodwillsa.org>

Goodwill will provide clothing vouchers at its Job Help Center locations. Locations: 3401 Fredericksburg (@ Vance Jackson); 406 W. Commerce & Santa Rosa; 4722 Eisenhower (@ IH-35); 2902 Goliad Rd.; 2514 SW Military Dr.; 12332 IH-10 West (@ De Zavala); 1533 Austin Hwy; 17435 W. 410 at Marbach; 13311 San Pedro at Bitters

H.U.D. Call Center (Housing and Urban Development) - 1-888-297-8685; TDD- 1-877-833-2483<http://www.hud.gov>

Assists victims with all housing concerns including Federal Housing Administration insured-mortgages, Section 8, multi-family housing, lender information and public housing. Hours of operation are 7:00 am – 8:00 pm seven days a week.

HUD-Multi-Family Clearinghouse Call Center – 1-800-685-8470

HUD (Public and Indian Housing) PIH and Voucher for Public Housing – 1-800-955-2232

Manufactured Housing Complaints - 1-800-927-2891

The Center on Independent Living - (210) 671-7960<http://www.coil.org>

Tenant-based housing assistance for those with disabilities in San Antonio.

St. Peter – St. Joseph Children's Home (St. PJ's) - (210) 533-1203<http://www.stpjhome.org>

919 Mission Road, San Antonio, TX 78210

Emergency shelter for children and families.

Battered Women and Children's Shelter of San Antonio - (210) 733-8810 (24/7 Hotline)<http://www.fvps.org>

The Battered Women and Children's Shelter is a short term, residential, crisis intervention program that provides safety, comfort, physical well being, medical services, educational workshops, comprehensive case management, legal clinic and counseling services for battered women and their children. Annually, two-thirds of the shelter population is comprised of children ages birth to seventeen years. To accommodate the complex needs of these children, three innovative programs have been implemented to meet the specific developmental needs of children affected by family violence. Strictly for victims of family violence & abuse.

San Antonio Community Action Program Centers (CAP)<http://www.sanantonio.gov/communit/cad/cadcommserv.asp?res=1024&ver=true>

CAP centers provide emergency utility assistance, emergency rental assistance, emergency food assistance, and a water conservation program along with a SAWS affordability discount program application, a disability public assistance program, case management, assistance with bus tickets, prescription help, assistance with identification and birth certificates, mortgage assistance, counseling, form preparation, and Project WARM (Winter Assistance Relief Mobilization). Locations include:

Margarita Huantes Learning & Leadership Development Center – (210) 207-7830

Divine Providence Catholic Church – (210) 623-4800

Frank Garrett Center – (210) 734-5550

Lackland Elementary School – (210) 678-2940

Fr. Albert Benavides Learning & Leadership Development Center – (210) 207-7830

Claude Black Center – (210) 227-0335

Kenwood Community Center – (210) 733-5989

Project JOVEN – (210) 922-3689

Dwyer Center Temporary Housing - (210) 225-2234

Only for families.

Avenida Guadalupe Association - (210) 223-3151
Information on low income housing in San Antonio.

<http://www.agatx.org>

Neighborhood Housing Services - (210) 533-6673

<http://www.nhsofsa.org/>

Provides financial planning and assistance, greenbuilding and home improvement, housing programs, and home ownership counseling.

ACORN Housing - (210) 432-4663

<http://www.acornhousing.org>

HUD-certified, nonprofit housing counseling agency for low and moderate-income people looking for housing. Also provides contact numbers for lender and homeowners insurance hotlines, expedited access to mortgage services, payment agreements, loan restructuring, financial education, and budget/credit counseling, and refinancing for homebuyers.

Hope Action Care

<http://www.hopeactioncare.org>

Central San Antonio - 132 W. Grayson (210) 224-7330

Westside @ Stewart Center - 1711 Guadalupe St. (210) 212-4235

Eastside @ 913 N. New Braunfels

Hope Action Care provides community health education, HIV antibody testing, case management, a food bank and hot meals, emergency financial assistance, transportation, emergency shelters and transitional housing, affordable housing, substance abuse education and treatment services, mental health counseling, and drug offender education classes.

Medical Resources

The Arc of San Antonio - (210) 490-4300

<http://www.arc-sa.org/>

The ARC provides assessment and referral services for families with children with intellectual & developmental disabilities.

Eastside Branch Clinic - (210) 224-7981 or (dentist) (210) 475-9557

Location: 210 N. Rio Grande, 78202.

Provides, dental care, immunization shots, pregnancy testing and care, and Sexually Transmitted Disease (STD) testing.

Immunization Center - (210) 207-8894

Location: 345 W Commerce, 78205

<http://www.sanantonio.gov/health/immunizations/?res=1024&ver=true>

The Immunization Center provides routine childhood, adult and travel immunizations. Children walk-ins accepted before 3 pm, otherwise appointments required.

Kenwood Clinic - (210) 736-1536 or (dentist) (210) 731-9968

Location: 302 Dora, 78212

Provides child check-ups, dental, family planning, immunization shots, pregnancy testing & care and STD testing.

Naco-Perrin Clinic - (210) 207-5000

Location: 4020 Naco-Perrin, 78217

Provides routine childhood, adult and travel immunizations.

Old HWY 90 Clinic - (210) 433-3279

Location: 911 Old Hwy 90, 78237

Provides child check-ups, family planning, immunization shots, pregnancy testing & care, and STD testing.

Pecan Valley Clinic - (210) 337-7511

Location: 802 Pecan Valley, 78220.

Provides child check-ups, family planning, immunization shots, pregnancy testing and care, and STD testing.

Salinas Clinic - (210) 435-9771 or (dental) (210) 436-0098

Location: 630 S Gen McMullen, 78237

Provides child check-ups, dental, family planning, immunization shots, pregnancy testing and care, and STD testing.

South Flores Clinic - (210) 924-2552

Location: 7902 South Flores, 78221

Provides child check-ups, family planning, immunization shots, pregnancy testing and care, and STD testing.

Sexually Transmitted Disease Clinic - (210) 207-8830

Location: 332 W. Commerce.

Available to those who have no means of obtaining any other STD service.

Southwest Branch Clinic - (210) 924-9031

Location: 9011 Poteet-Jourdanton Hwy, 78224

Provides dental care and infant nutrition.

Westend Health Center - (210) 207-2437, or (dentist) (210) 733-0085

Location: 1226 NW 18th St, 78207

Provides dental, family planning, HIV prevention, immunization shots, Project WORTH (teen health) services, and STD testing.

Zarzamora Clinic - (210) 921-6500

Location: 4503 S Zarzamora, 78221

Provides child check-ups, family planning, immunization shots, pregnancy testing & care, and STD testing.

Audie L. Murphy VA Hospital - (210) 617-5300

Will coordinate medical care and benefits administration for veterans affected.

The Texas Department of State Health Services - 1-800-252-9152 <http://www.dshs.state.tx.us/>

The TXDoSHS has opened a call center to assist school personnel, physicians and parents in getting copies of immunization records for evacuees. Open 7 am to 7 pm weekdays. Contact the DSHS Immunization Branch in Uvalde if you are unsure of who to contact: (830) 278-7173.

The San Antonio Christian Dental Clinic - (210) 226-8041

Location: 112 Auditorium Circle, San Antonio, TX 78205

Offering its services to evacuees. Dental services will be limited to adults with an immediate need and who are currently in a shelter. Clients will be asked to show proof of their status from the shelter where they are residing.

San Antonio AIDS Foundation - (210) 225-4715

<http://www.txsaaf.org/>

Location: 818 E. Grayson

The SA AIDS Foundation is offering its services (hot meals, medical referrals to physicians, medication assistance, case management 24 hours and a hospice center) to evacuees with HIV/AIDS.

Prescription (Rx) Assistance

See your local Red Cross shelter first. Walgreen's, Wal-Mart and CVS may honor prescriptions if they are provided with the following information: old bottle, prescription number or new prescription and previous address.

CentroMed (El Centro del Barrio)

<http://centromedsa.com/>

will provide health care for evacuees at the following clinics:

South Park Medical Clinic - (210) 924-3593
Location: 6315 S Zarzamora St., San Antonio, TX 78211
South Park Dental Clinic - (210) 924-7344
Location: 910 Wagner, San Antonio, TX 78211
Southside Medical Clinic - (210) 923-4646
Location: 910 S.W. Military Dr., San Antonio, TX 78221
Walzem Clinic - (210) 651-1050
Location: 5253 Walzem Rd., San Antonio, TX 78218
Santa Rosa Clinic - (210) 738-8222
Location: 333 N. Santa Rosa St., Suite 4671, San Antonio, TX 78207
WIC Ascot Center - (210) 924-6004
Location: 123 Ascot, San Antonio, TX 78224

National Poison Control Center - 1-800-222-1222

<http://www.poison.org/>

Davita San Antonio Dialysis - (210) 281-0050

1211 E Commerce St, San Antonio, TX 78205

Alamo Area Resource Center - (210) 358-9995

<http://www.aarcsa.com/>

AARC offers case management, mental health services, substance abuse counseling, nutritional support, transportation and emergency housing assistance to those with HIV/AIDS and other disabling or life-threatening diseases.

The American Legion's Family Support Network - 1-800-504-4098

http://www.legion.org/support/?section=support_fsn&content=support_fsn

The American Legion's Family Support Network will aid Legion members and their families during a disaster to provide immediate assistance with food, clothing, and shelter.

City of San Antonio Senior Services Division - (210) 207-7172

<http://www.sanantonio.gov/communit/eds/edsmain.asp>

The SSD will provide prescription drug/medical equipment assistance for senior citizens. You must have an established (even if temporary) residence in the city (not just Bexar County).

University Hospital - (210) 358-4000

<http://www.universityhealthsystem.com>

Nurse Link-University Health System - (210) 358-3000 (non-emergency health counseling)

Offers a range of health services, including a blood bank, cardiology, craniosynostosis, detention services, diabetes care, dialysis, an emergency center, endoscopy, epilepsy assistance, FFACTS program services, health education, newborn services, orthopaedics, outpatient surgery, pain management, pediatrics, primary care, psychiatric care, radiology, rehabilitation placement, respiratory care, transplant services, a trauma center, urology and vascular doctors, and a women's health center.

BEAT AIDS (Black Effort Against the Threat) - 218 W. Cypress St. - (210) 227-4689

<http://www.beataids.org>

BEAT AIDS provides the following services: Case Management, Outreach & Education Services, Mental Health Services, Substance Abuse Services, Housing, and Testing for HIV & Syphilis.

National AIDS Hotline - 1-800-232-4636; 1-888-232-6348 (TDD)

National Sexually Transmitted Disease Hotline – 1-800-227-8922 (Eng); 1-800-344-7432 (Spanish); 1-800-243-7889 (TDD)

Hope Action Care <http://www.hopeactioncare.org/>

Central San Antonio - (210) 224-7330

Location: 132 W. Grayson

Westside @ Stewart Center - (210) 212-4235

Location: 1711 Guadalupe St.

Hope Action Care provides community health education, HIV antibody testing, case management, a food bank and hot meals, emergency financial assistance, transportation, emergency shelters and transitional housing, affordable housing, substance abuse education and treatment services, mental health counseling, and drug offender education classes.

Community Clinic/Project SAVE - 4205 San Pedro (210) 805-8106

<http://www.thecommunityclinic.org/>

Project SAVE provides education and prevention services on substance abuse and HIV, Sexually Transmitted Disease/HIV testing, medical services on a sliding scale, case management, Coffee In the Park (Wednesday nights: sandwiches and juice), and substance abuse counseling.

American Health Assistance Foundation - 1-800-437-2423

<http://www.ahaf.org/>

Provides educational information and funds research for Alzheimer's disease, glaucoma, heart disease and macular degeneration.

National Cancer Institute's Cancer Information Service Hotline - 1-800-422-6237 or www.cancer.gov

Center for Disease Control and Prevention - 1-800-311-3435

www.cdc.gov

CDC Information - 1-800-232-2522

NIX Health Services

<http://www.nixhealth.com/>

Location: 414 Navarro (210) 271-1800

Provide a full range of medical and surgical services for adults. Including an outpatient ambulatory care clinic.

Merck Prescription Assistance Program - 1-800-727-5400

If you need assistance getting Merck medicines, you may be eligible for the Merck Patient assistance Program.

National Digestive Diseases Information Clearinghouse - 1-800-891-5389

<http://digestive.niddk.nih.gov/>

The National Digestive Diseases Information Clearinghouse (NDDIC) is an information and referral service of the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK), one of the National Institutes of Health. A central information resource on the prevention and management of digestive diseases, the Clearinghouse responds to written inquiries, develops and distributes publications about digestive diseases, and provides referrals to digestive disease organizations.

Office of Minority Health Resource Center - 1-800-444-6472

<http://www.omhrc.gov/>

Provide information on health related topics to minorities.

Texas Department of State Health Division for Family and Community Health Services -

1-800-252-8023 or 1-800-422-2956

The department includes a myriad of services including the Children with Special Health Care Needs Program and information line. The Children with Special Health Care Needs (CSHCN) Services Program provides services to children with extraordinary medical needs, disabilities, and chronic health conditions. The CSHCN Services Program's health care benefits include payments for medical care, family support services, and related services not covered by Medicaid, Children's Health Insurance Program, private insurance, or other "third party payers." The Family Health Services Information & Referral Line is a toll-free information and referral service for women and children in Texas.

The University of Texas Health & Science Center in San Antonio Emergency Medicine Department - (210) 358-2078 <http://www.uthscsa.edu/>
If it's not an emergency, call (210) 358-5510. In a trauma situation call (210) 358-0275.

FFACTS (HIV) - (210) 358-3710 <http://www.universityhealthsystem.com/ffacts/default.shtml>
Hours: Monday-Friday, 8:30 am - 5:00 pm FFACTS provides social work, case management, counseling, a clinic, dietitian and more.

Mental Health Resources/Counseling/Family Services

Children's Bereavement Center - (210) 736-4847 <http://www.cbcst.org/>
The Children's Bereavement Center provides counseling services for grieving children.

Marine Corps & Military OneSource Helpline - 1-800-342-9647
This hotline is being run by Military One Source. They are providing assistance to callers as required and are forwarding request for the status of effected service members to MARFORRES Headquarters at their new location at MOBCOM Kansas City. Providing family, special needs, elderly, trauma, and legal counseling to military members.

The Jewish Family and Children Services - (210) 302-6920
The Jewish Family and Children's Services is offering mental health counseling, case management and financial aid for evacuees and others affected by disaster. Call the number anytime between 8:30 am- 5:00 pm Monday-Friday. The organization is at 12500 NW Military Highway.

The Methodist Children's Home - (210) 733-3904
Assistance is available for relocated evacuees. The Methodist Children's Home has resources available for families with children who are transitioning into our community. No housing available, but possibly supplies. Limited case management, financial assistance and voluntary foster placement available.

The Center for Health Care Services in San Antonio - 1-800-316-9241 (emergency and crisis unit) (210) 731-1300 (not emergency) <http://www.chcsbc.org/>
The Center is available to persons with a mental health crisis. Includes mental retardation resources, substance abuse assistance and supported housing.

Family Violence Prevention Service (The Battered Women's Shelter of San Antonio) - (210) 930-3669 <http://www.fvps.org/>
Provide counseling, support, legal referrals, emergency food and clothing and medical care, transitional housing, juvenile violence intervention services, and shelter.

National Suicide Prevention Hotline - 1-800-784-2433
This special hotline accepts callers who have mental health or substance abuse issues. The hotline is answered 24-hours a day by specially trained volunteers.

Family Services Association - (210) 299-2400; Catholic Charities – (210) 222-1294; City of San Antonio Senior Services Division - (210) 207-7172 <http://www.fsasatx.org/>
Family Services Association, Catholic Charities, and the City of San Antonio Senior Services Division will provide needs assessment, Service Planning, Referrals, and Linkages to other supportive services such as child care, housing, food, counseling, etc. These agencies will be at shelters to work with adults, children, families and seniors to facilitate re-unification of families and to assist families in re-settling in the community of their choice. Family Service Association also provides counseling for families, parents, seniors, teachers, youth, and employees and a hurricane re-settlement service.

Baptist Children and Family Services - (210) 832-5000

<http://www.bcfs.net>

Programs include residential services for emotionally disturbed children, assisted living services for persons with special needs, mental health services, domestic and international foster care, family health services, crisis and disaster management services and humanitarian aid for impoverished children and families.

Methodist Healthcare - (210) 575-0500 (for referrals to programs)

Behavioral Medicine Services within Methodist Healthcare provide a caring, supportive environment to meet the emotional and medical needs of older adults, adults, adolescents, and children. They provide Emergency Room Evaluations at the Northeast, Metropolitan, Methodist Specialty & Transplant, Main and Methodist Hospitals. Other services include psychiatric services, chemical dependency and dual diagnosis services.

Child Safe Child Clinic - (210) 675-9000

Parents or guardians can call to find services for abused children. Make sure you write down the phone number you are calling from, or, if you have contacted law enforcement, your case number. Provides counseling, medical care, therapeutic care, education assistance, abuse prevention, support groups, consultation, court orientation, and CARE Child Abuse Resource Enhancement Program.

NIX Behavioral Health Services - (210) 341-2633

<http://www.nixhealth.com/>

The Nix offers a wide range of inpatient behavioral health services. Between our two locations, we take care of emotionally and behaviorally ill males and females ages 18 and older as well as children and adolescents ages 5 to 17. Adult services include detoxification and crisis stabilization while our child and adolescent treatment program includes individual family sessions.

Southwest Mental Hospital - (210) 616-0300

<http://www.smhc.org>

Southwest Mental Health Center is San Antonio's oldest behavioral health care provider, and the only not-for-profit psychiatric hospital for children and adolescents in South Texas. The Center provides a full range of behavioral health services, including acute care hospitalization, residential treatment, partial hospitalization, outpatient care, counseling and assessment.

Texas Attorney General's Office: Child Support - (210) 930-1091 or 1-800-252-8014

<http://www.oag.state.tx.us/cs/index.shtml>

As the official child support enforcement agency for the State of Texas, the Office of the Attorney General provides services for parents who wish to obtain or provide support for their children. The Child Support Division determines, on a case-by-case basis, which of the child support services listed below are appropriate: Locating a non-custodial parent, Establishing paternity, Establishing and enforcing child support orders, Establishing and enforcing medical support orders, Reviewing and adjusting child support payments, or Collecting and distributing child support payments.

Children's Association for Maximum Potential - (210) 292-3566

<http://www.campcamp.org/>

Provides services for children with special needs.

National Mental Health Association

<http://www.nmha.org/>

Crisis Line - 1-800-784-2433

Information and Referral (National Suicide Prevention Lifeline) – 1-800-273-8255

Texas Department of Family and Protective Services

<http://www.dfps.state.tx.us/>

Child Care Information - 1-800-862-5252

Texas Youth Hotline (peer counseling) - 1-800-210-2278

National Domestic Violence Hotline - 1-800-799-7233 or 1-800-787-3224 (TDD)

<http://www.ndvh.org/>

Hotline advocates are available for victims and anyone calling on their behalf to provide crisis intervention, safety planning, information and referrals.

The Center for Health Care Services in San Antonio

<http://www.chcsbc.org/>

Crisis Line (210) 223-7233 or 1-800-316-9241

Intake & Assessment Line (210) 223-4061

General (210) 731-1300

The center is available to persons with a mental health crisis. In a child crisis call (210) 299-8139.

Center for Healthcare Services Hotline – (210) 225-5481

The Crisis Care Center provides mental health crisis psychiatric services 24 hours a day, 7 days a week, for individuals and families experiencing a mental health crisis.

Advocacy, Inc. - 1-800-252-9108

<http://www.advocacyinc.org/>

Offers advocacy for the rights of people with disabilities throughout Texas.

Available Employment

Texas Workforce Commission San Antonio - (210) 258-6600

If you are out of work due to disaster, please call the above San Antonio branch of the TWC, or call 1-800-818-7811 for the statewide TWC directory.

Those out of work can also call FEMA Unemployment Assistance – 1-800-621-FEMA,

TDD: 1-800-462-7585 to receive assistance in finding and discussing past and future employment.

Goodwill Industries - (210) 924-8581

www.goodwillsa.org

GI is providing support in job training and placement. Obtain help by visiting a Goodwill Job Help Center – at 406 W. Commerce, 13311 San Pedro Ave., 4722 Eisenhower Road, 1533 Austin Highway, 3401 Fredericksburg Road, 12332 W. Interstate 10, 2902 Goliad Road, 2514 S.W. Military Drive or 1743 S.W. Loop 410. Or look for Goodwill staff at KellyUSA.

Career Centers in San Antonio:

Alamo WorkSource <http://www.alamoworkforce.org/>

LeadingEdge Personnel <http://www.leadingedgepersonnel.com/>

Texas Workforce Commission <http://www.twc.state.tx.us/>

San Antonio Job Search <http://www.sajobsearch.com/>

FEMA Unemployment Benefits - 1-800-939-6631 (only call this number in the event of a disaster)

www.fema.gov

Individuals may be eligible for unemployment benefits through the Federal Emergency Management Agency.

Alamo WorkSource

<http://www.workintexas.com/>

Locations:

2583 Castroville Rd. - (210) 436-0670

1201 Austin Hwy, Suite 117 - (210) 822-7640

1499 Hillcrest - (210) 438-0581

4535 E. Houston - (210) 581-0190

67235 S. Flores St., Ste 100 - (210) 928-3985

Provides no-cost workforce services to job seekers and employers. When calling ask for a NEG specialist.

US Department of Labor - 1-866-4-USA-DOL

<http://www.dol.gov/>

Speak to a customer service representative who can provide you with information about employment services, job and skills training, job loss, business closures, career resources, pay and overtime issues, family and medical leave, child labor issues, pension and health benefits, health care portability, workplace safety & health, workplace injuries & fatalities, disability resources, re-employment rights for veterans, national guard members and reservists, and employment law compliance assistance. Primarily an information source.

City of San Antonio Human Resources - (210) 207-7280

<http://www.sanantonio.gov/hr/>

Call this number to inquire about job vacancies with the city.

Goodwill Industries JOBS - (210) 924-8581 or 1-800-483-9455

Offers job search resources to assist individuals entering the job market.

Locations:

3401 Fredericksburg (@ Vance Jackson)

406 W. Commerce (@ Santa Rosa)

4722 Eisenhower (@ IH-35)

2902 Goliad Rd. (@ S.E. Military Dr.)

2514 S.W. Military Dr. (@ South Park)

12332 IH 10 West (@ De Zavala)

1533 Austin Hwy. (@ Harry Wurzbach)

13311 San Pedro (@ Bitters)

1743 S.W. Loop 410 (@ Marbach)

San Antonio College Women's Center - (210) 733-2299

Provides services to women such as needs assessment, case management, community referrals, peer mentoring services, job training and job searches.

Job Corps - 1-800-733-5627

<http://jobcorps.dol.gov>

Job Corps provides economically disadvantaged young people ages 16 through 24 education and career skills training, meals, housing and medical care at no cost to participants.

Senior Services/Disabled Services

San Antonio Independent Living Services - (210) 281-1878

<http://www.sailstx.org>

SAILS has begun an Emergency Assistance Project for helping persons with disabilities. Services include: advocacy, independent living counseling, emergency response, telecommunications, relocation services, specialized services and more.

Bexar Area Agency on Aging - 1-800-960-5201; Hearing Impaired dial 711

<http://www.aacog.com/aging/>

Provides benefits counseling, care coordination, caregiver support, information/referral, legal assistance, nutrition, ombudsman service, and transportation.

Texas Abuse/Neglect Hotline - 1-800-252-5400

<https://www.txabusehotline.org/PublicMain.asp>

For reporting abuse, neglect, or exploitation of children, the elderly, or people with disabilities.

Texas Department of Human Services Complaint Hotline: Nursing Facility Information/Inspection Reports - 1-800-458-9858

File a complaint about a nursing facility and learn your consumer rights as a senior citizen.

Health and Human Services Commission (HHSC) Office of Ombudsman - 1-877-787-8999 or 1-888-425-6889 (TDD)

File complaints and report issues with food stamps, Medicaid, and Temporary Assistance for Needy Families (TANF) eligibility.

Medicaid Hotline - 1-800-252-8263

Call for any assistance with Medicaid.

Texas Health and Human Services Ombudsman Program - 1-800-252-2412

Advocates on behalf of nursing home and assisted living residents, etc.

San Antonio Housing Authority Elderly and Disabled Services - (210) 477-6196, (210) 447-6179

Contact Michael Bond. Provides public housing to the elderly.

Texas Commission for the Blind - 1-800-687-7039

The Department of Assistive Rehabilitative Services (DARS) Division for Blind Services (DBS) assists blind or visually impaired individuals and their families. Depending upon their goals and needs, DBS offers services to help regain independence or find a job.

U.S. Department of Veterans Affairs

<http://www.va.gov/>

TDD - 1-800-829-4833

V.A. Benefits - 1-800-827-1000

V.A. Education Benefits - 1-888-442-4551

V.A. Health Care - 1-877-222-8387

V.A. Life Insurance - 1-800-699-8477

V.A. Home Loans - 1-888-232-2571

American Association of Retired Persons (AARP) - 1-888-OUR-AARP or (210) 348-8684

<http://www.aarp.org/>

General retirement information.

Americans with Disabilities Act Information - 1-800-514-0301 or 1-800-514-0383 (TDD)

<http://www.usdoj.gov/crt/ada/adahom1.htm>

Relay Texas - 1-800-735-2988

<http://www.puc.state.tx.us/relay/index.cfm>

Relays calls for the Deaf.

Project M.E.N.D. (Medical Equipment Network for the Disabled) - (210) 223-6363

<http://www.projectmend.org/>

Will provide medical equipment for the needy and disabled.

Texas Department of Aging and Disability Services - 1-800-252-9240 (call referral information) or 1-800-252-2412 (complaints/concerns)

<http://www.dads.state.tx.us/>

Call for referral information, or to report concerns and complaints. The phone number will route you to an agency that serves the area you are in.

City of San Antonio Senior Services Division - (210) 207-7172

<http://www.sanantonio.gov/comminit/eds/edsmain.asp?res=1024&ver=true>

SSD will provide prescription drug/medical equipment assistance to senior citizens. You must have an established (even if temporary) residence in the city (not just Bexar County).

ANIMAL SHELTERS/VETERINARY SERVICES/PET FINDERS

Petfinders <http://www.petfinder.com/> and <http://www.petharbor.com/>
Sources to help locate your pet.

Animal Defense League of Texas, San Antonio shelter - (210) 655-1481 <http://www.adltexas.org>

Animal Friends Defense Society, San Antonio shelter - 23445 Hwy. 281 N. (210) 509-3647

Wildlife Rescue and Rehabilitation, Inc. - (210) 698-1709 <http://www.wildlife-rescue.org/>
Rescues wildlife in distress.

Wild Animal Orphanage - (210) 688-9038 <http://www.wildanimalorphanage.org/>
Rescues wildlife in distress.

For all below stable listings, please go to <http://www.horsegazette.com/> and click on Emergency Stabling to check updated status of all farms.

Crowe's Nest Farm - Day Phone: (210) 317-8100 Evening Phone: (830) 249-2330 Cell: (210) 317-8100
<http://www.crowesnestfarm.org/>
This farm in Boerne, Texas, can accommodate horses and cows and can assist with evacuation.

Vuelo a Noche Farm - Day Phone: (210) 386-5962 Evening Phone: (830)-336-4086
This farm in Boerne can accommodate horses, cows, dogs and cats and can assist with evacuation.

Cold River Equine Rehabilitation Farm - Day Phone: (210) 317-8100 Evening Phone: (830) 995-2737
Cell: (210) 317-8100
This farm in Boerne can accommodate horses, dogs, cows and cats and can assist with evacuation.

5 Star Stables and Storage - Day Phone: (210) 688-7570
This farm in San Antonio can accommodate horses, dogs and cats.

Jet Stream Arabians - Day Phone: (830) 885-6701 Cell Phone: (830) 305-1053
This farm in San Antonio can accommodate horses, dogs and cats.

Blackhawk Stables - Day & Evening Phone: (210) 624-2005 Cell Phone: (210) 215-1692
This farm in San Antonio can accommodate horses, dogs and cattle.

White's Equestrian Center - Day Phone: (210) 628-1777 Cell: (210) 394-9808
This farm in San Antonio can accommodate horses, and can assist with evacuation.

Missing Persons/Family Locator

Missing Coast Guard - (314) 539-3900, ext. 2340
Call to inquire about Missing Coast Guardsmen and their families. For Coast Guard members and their families only.

Department of the Navy (DoN) Civilians, Dependents Helpline - 1-877-414-5358

Navy Personnel Command has set up a 24-hour helpline for Navy members and their families to call for information regarding their loved ones. This line is staffed 24 hours by active-duty Navy volunteers and has connectivity with Navy, FEMA and other government agencies. They will try their very best to answer questions regarding the status of Navy members.

Air Force Personnel Center Hotline - 1-800-435-9941

Air Force personnel can get official information regarding Air Force hurricane operations, and about loved ones. For questions that can't be answered by the AFPC, reserve personnel may contact the AFRC headquarters staff at the following extensions by dialing 1-800-223-1784: civilian personnel, ext. 71206; personnel readiness center, ext. 71262; family readiness director, ext. 71241; chief personnel, ext. 70390. The AFRC command center is available 24/7 at ext. 70680.

Army Telephone Helpline - 1-800-833-6622

Soldiers, spouses, family members and all members of the Army Family who need assistance should call the number above.

Department of Defense (DoD) Civilian Personnel Management Service

<http://www.cpms.osd.mil/hurricane.html>

Provides up-to-date, critical information on DoD human resources related matters for employees and organizations affected. The site also gives instructions on Safe Havens for DoD civilians, and dependents of Military Members.

General questions: FAS@cpms.osd.mil or call Johny McLean at (703)696-1615

Questions about benefits and entitlements: benefits@cpms.osd.mil

Army Reserve Helpline - 1-800-359-8483

Army Reserve family members and soldiers affected can call the number above 24 hours a day. There is also a website, <http://www.arfp.org/>, where families of deployed/mobilized Army Reserve soldiers and Army Reserve civilians may provide their current contact information.

Army National Guard Helpline & Military Family Locator - 1-888-777-7731

Families of deployed Army National Guard Soldiers and Military affected can call the number above and identify themselves so that deployed Guardsmen or Military personnel may be informed of their situation.

The U.S. Postal Service - 1-877-477-3273

The US Postal Service is asking that postal employees of the affected areas call Postal Ease.

State Child Protective Services (CPS) - 1-800-252-5400, ext. 1460 <http://www.dfps.state.tx.us/>

Report suspected neglect, abuse, or exploitation of children, the elderly, or disabled.

National Next-of-Kin Registry - 1-800-915-5413

<http://nokr.org/>

Military Family Locator - 1-888-777-7731

Allows military families to submit information on their whereabouts and situations 24/7.

National American Red Cross - 1-866-438-4636

<http://www.redcross.org/>

Child Find of America - 1-800-426-5678 (1-800-I-AM-LOST)

<http://www.childfindofamerica.org>

CFA is dedicated to the prevention & resolution of child abduction and offers free investigation and location services, free kidnapping prevention programs, free referral and support services, and free mediation services for parental abduction cases. PO Box 277 Newpaltz, NY 12561

National Center for Missing & Exploited Children - 1-800-843-5678

<http://www.missingkids.com/>

Call to report possible missing or exploited children.

Heidi Search Center - (210) 650-0428 or 1-800-547-4435

<http://www.heidisearchcenter.com/>

Locates missing children and providing education.

American Red Cross Emergency Communications Services for Military Families - (210) 224-5151

http://www.redcross.org/services/afes/0.1082.0_476_00.html

The Red Cross will send a message to a deployed service member anywhere in the world on behalf of family in the case of an important family event such as a serious illness or the birth of a child.

Pertinent Documentation Recovery/City Public Services

1. IDENTIFICATION

Birth and Death Records Office - (210) 207-8815

719 S. Santa Rosa Street. Certified copies of birth and death certificates available.

Corazon Ministries - (210) 226-8341

Will provide ID & documentation recovery to evacuees. Texas Law requires that they obtain an official Texas ID card if they are living in Texas more than 30 days. Persons may also need IDs in order to travel by air or bus.

Report Identity Theft - 1-877-IDTHEFT or 1-877-438-4338 (federal)

<http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/index.html>

Texas Department of Motor Vehicles - (512) 416-4800

Licensing Information - 1-877-366-8887

<http://www.txdps.state.tx.us/>

2. ASSISTANCE/PUBLIC ASSISTANCE/UTILITIES/FDIC

TXSTARS – www.txstars.net Online screener for determining eligibility for public assistance.

FEMA, File Property Damage Claims - 1-800-621-3362

www.fema.gov

City Public Service Customer Service - (210) 353-2222

<http://www.citypublicservice.com/>

Bexar County Utility Relief Program - (210) 335-6770

Federal Deposit Insurance Corporation-Hotline - 1-877-275-3342

<http://www.fdic.gov/>

Questions about availability of a bank or bank accounts.

Small Business Administration, Personal and Business

Loans - 1-800-659-2955

Internal Revenue Services Disaster Related Tax Deduction - 1-866-562-5227

<http://www.irs.gov/>

Fannie Mae Home Loan Information - (210) 228-3800

<http://www.fanniemae.com/>

700 N. St. Mary's St.

HOPE Coalition America Free Financial Services

And Project Restore HOPE - 1-888-388-HOPE (4673)

Offers free financial services, including: assistance with obtaining lost or destroyed personal identification, emergency budget guidance, emergency credit management, assistance with deferring mortgage payments, assistance on working with creditors, referrals to government and private agencies, assistance with obtaining copies of destroyed financial documents, and insurance claims assistance.

Project Restore HOPE helps small and minority businesses in disaster-affected communities.

<http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/index.html>

AT&T Texas (Sign up for local telephone service) - 1-800-464-7928 or 1-800-735-2988 (TDD)

AT&T offers 3 discounted telephone service plans to make basic phone service even more affordable. The USA Lifeline plan is for people who want a low monthly rate with just a basic phone line. Regular Lifeline plan allows for additional service & features. Enhanced Lifeline plan offers a greater discount to qualified customers who live on current or former reservation or tribal land. www.att.com

Consumer Credit Counseling Service - (210) 979-4300 or 1-800-873-2227

CCCS offers certified credit & housing counseling. They can help contact creditors, mortgage and insurance companies, set up a budget, and obtain a credit report. <http://www.cccsintl.org/>

3. **INSURANCE**

Texas Department of Insurance Consumer Help Line - 1-800-252-3439

Hurricane victims with questions can call the TxDoI. For a list of insurance carriers and their disaster hot line numbers, go to <http://www.tdi.state.tx.us/commish/storms/index.html>.

Alamo Work Source Unemployment Insurance - (210) 258-6600, 1-800-735-2989 (TDD)

Ask about Disaster Unemployment Assistance or get information about unemployment assistance in general.

Dept. of Housing and Urban Development-Federal Housing Administration Mortgage Insurance Refunds - 1-800-697-6967

4. **SOCIAL SECURITY**

Social Security Benefit Information - 1-800-772-1213 or TDD 1-800-325-0778

Benefit information is also available at <http://www.ssa.gov/>

San Antonio Social Security Headquarters - (210) 472-4400 or (210) 534-5443

5. **POSTAL SERVICES**

U.S. Postal Service - 1-800-275-8777

The USPS is asking that those affected by the disasters fill out change of address forms so they may begin to receive their mail at their current addresses. Customers can also do this online at www.usps.com.

6. REPORT PRICE GAUGING/CONSUMER RESOURCES

The San Antonio Better Business Bureau - (210) 828-9441 www.sanantonio.bbb.org

Texas Attorney General Consumer Protection Hotline - 1-800-621-0508

File a complaint with Texas Public Utilities Commission - 1-888-782-8477
<http://www.puc.state.tx.us/>

San Antonio Housing Authority Fraud Report - (210) 477-6287 <http://www.saha.org/>

Texas Workforce Commission- Report Fraud - 1-800-252-3642 <http://www.twc.state.tx.us/>

Department of Homeland Security Hurricane Relief Fraud Hotline - 1-866-720-5721
http://www.dhs.gov/xoig/about/gc_1163703329805.shtm

Transportation

Greater Randolph Area Services Program - (210) 658-6351 <http://www.grasp211.org/>
GRASP assists families in Converse, Schertz and Universal City.
Must have FEMA # and Social Security card. GRASP gives public assistance with food, utilities, rent, clothing and transportation.

Greater Randolph Area Christian Assistance Program - (210) 657-1613
RACAP gives public assistance with food, utilities, rent, clothing and transportation to families in Converse, Schertz, Universal City, Live Oak, China Grove, Martinez, and St. Hedwig.

Catholic Charities - (210) 222-1294 <http://ccaosa.org/>
Catholic Charities is working with FEMA to get transportation for people to go to the airport or bus station. Also, CC will assist with transportation to medical appointments including dialysis and chemotherapy treatment.

Texas Department of Public Safety Roadside Assistance - 1-800-525-5555
If you need roadside assistance (including towing) or have an emergency, call this number!

VIA Transportation - (210) 362-2020 <http://www.viainfo.net/>
Customer and Bus Information.

Non-Emergency Medical Transportation for Persons on Medicaid (TXDOT) - 1-877-MED-TRIP or 1-877-633-8747
Coordinates cost-effective transportation solutions for Medicaid recipients to get to a doctor when they have no other way to get there.

Legal Services

American Bar Association Young Lawyers Division - 1-800-285-2221
ABAYLD will volunteer its legal assistance. <http://www.abanet.org/yld/>

San Antonio Bar Association - (210) 227-1853 <http://www.sanantoniobar.org/>

State Bar of Texas Lawyer Referral Information Service - 1-800-252-9690

The State Bar of Texas Lawyer Referral Information Service helps find lawyers for persons in counties where there is no local lawyer referral service. Participating lawyers have indicated areas of law they can help clients in, and in which counties. 1-800-504-7030 is a disaster hotline that assists people with legal questions after disasters.

<http://www.texasbar.com/>

Texas Department of Criminal Justice - 1-866-680-6667

<http://www.tdcj.state.tx.us/>

Call this number to report offenses of parole and/or probation, and to contact officers as a parolee.

Texas Rio Grande Legal Aid - 1-888-988-9996 or (210) 212-3700

<http://www.trla.org/>

Location: 1111 N. Main, San Antonio, TX.

Provides legal services to those persons who would otherwise face economic barriers. Legal services include advocacy, brief service, representation, educational outreach, and the means to secure legal assistance.

Texas Justice Foundation - (210) 614-7157

<http://www.txjf.org/>

Location: 8122 Data Point, Ste. 812, San Antonio, TX 78229

The Foundation represents clients free of charge in cases in the areas of limited government, free markets, private property, parental school choice, parental rights in education, and enforcing laws to protect women's health.

Bexar County Family Justice Center - (210) 208-6800

http://www.bexar.org/fjc/BCI_FJC.html

Victims of domestic violence should call the Bexar County Family Justice Center for an unthreatening way to report it.

Legal Hotline for Texans (ages 60+ only) -1-800-622-2520 (LHOT) or 1-888-343-4414 (Pension)

<http://www.tlsc.org/hotline.html>

Education/Technology/Childcare

The San Antonio Public Library - (210) 207-2500

www.sanantonio.gov/library

Offers computer services to evacuees for e-mail, contacting family, and accessing forms.

YMCA: YSchool Age - (210) 924-2277

YSchool Age provides on-site after-school child care up to a monthly limit. Evacuee must pay any additional cost.

Family Service Association - (210) 657-6278 or (210) 431-7500 or 1-800-332-3264

<http://www.fsatx.org/>

The Family Service Association provides child care referral and assistance, along with parenting classes and information on child development.

Parent/Child Inc.'s Head Start Program - (210) 475-5077

<http://www.parentchildinc.com/>

All evacuees with children ages 3 to 5 who were enrolled in a program in any of the affected states should contact the above number.

The Archdiocesan Catholic Schools Office - (210) 734-2620

The ACSO and various Catholic schools will open enrollment to evacuee children ages three to high school. Families seeking information on enrollment in Catholic schools should call the above number.

College for Texans <http://www.collegefortexans.com>

A resource that assists any student in the state of Texas in preparing for and enrolling in college.
Available in English and Español.

The Educational Service Center - (210) 370-5200 www.esc20.net

The Educational Service Center can provide evacuees with information about local public schools in which enroll children.

Head Start/Early Head Start - (210) 226-6232 or 1-866-763-6481

Head Start/Early Head Start programs are for low-income families with children up to five years of age. AVANCE Early Head Start also provides child care for children that are under the age of 30 months. Call (210) 220-1788 ext. 244 for more information.

Childcare Assistance - (210) 246-5272 or (210) 246-5277

Call to request financial assistance in paying for childcare through the City of San Antonio.

The San Antonio College Women's Center - (210) 733-2299

<http://www.accd.edu/sac/wc/default.htm>

The SACWC will provide stabilization, reunification and community integration services to a target population of women, with a focus on single parents/single heads of household who have been displaced from their homes and are residing in San Antonio. Focus will also be placed on those individuals who plan on residing in San Antonio and who seek long-term employment. Provides academic counseling and referrals to community organizations.

The following universities may or may not admit students in the event of a disaster. Please contact their admissions offices for more information.

The University of Texas at San Antonio - (210) 458-8000

<http://www.utsa.edu/>

Trinity University

<http://www.trinity.edu/>

Office of Admissions - (210) 999-7011 or 1-800-TRINITY

St. Mary's University

<http://www.stmarytx.edu/>

Undergraduate Admission Office: (210) 436-3126 or 1-800-FOR-STMU

Graduate School Assistant to the Dean: (210) 436-3101

The University of the Incarnate Word - (210) 829-6000 or 1-800-749-WORD

<http://www.uiw.edu/>

Our Lady of the Lake University

(210) 434-6711, ext. 2314 or 1-800-436-OLLU

<http://www.ollusa.edu>

San Antonio Weekend College Program – (210) 431-3961

EMERGENCY / IMPORTANT PHONE NUMBERS & INFORMATION

211

Call 211 for basic human needs, physical and mental health resources, employment support, elderly and disabled needs support, children, youth and families support, and for volunteer opportunities and donations.

Department of Public Safety and FEMA Assistance - 1-800-621-3362; TDD 1-800-462-7585

<http://www.fema.gov/>

Evacuees should register for FEMA assistance by calling 1-800-621-3362. Do not try to register for assistance by calling 1-888-312-4567. That is used for referral for human services such as food, shelter and medical needs.

Department of Homeland Security

<http://www.dhs.gov/>

American Red Cross (National) - 1-800-RED-CROSS

<http://www.redcross.org/>

American Red Cross (San Antonio Chapter) - (210) 224-5151

<http://www.saredcross.org>, email: infosatx@usa.redcross.org

3642 E. Houston St., San Antonio, TX 78219

Salvation Army - National Disaster Assistance 1-888-363-2769

Fenfield St. - (210) 922-6798

Location: 1034 Fenfield Ave., San Antonio, TX 78211

Mail: P.O. Box 3196 (ZIP 78211)

Ashby St. - (210) 733-0643

Location: 2810 Ashby Place, San Antonio, TX 78201

Mail: P.O. Box 28165 (ZIP 78228)

Elmira St. - (210) 352-2000

Location: 521 W Elmira, San Antonio, TX 78212

Mail: P.O. Box 12568 (ZIP 78212)

<http://www.salvationarmysatx.org>